## **CLAIMS**

1. A method in a computer system network environment for providing support information to vendor customers via a third party support service provider from a host web page, the support information provided transparently such that a consistent web page format of the host site is maintained, the method comprising the steps of:

determining a HTML code for a representative host web page;

analyzing the HTML code from the representative page to determine portions of the HTML code that define a user's interface with the host web page;

copying the determined portions of the HTML code for use in a third party support service provider's page;

identifying portions of the HTML code specific to the host web page;

replacing identified portions of the HTML code specific to the host web page with the service provider's content; and

modifying the host web site to include a link to the support provider web site when support information is requested.

- 2. The method for providing support information to vendor customers of claim 1 further including reviewing a web page address of the host and editing the support service provider's web page address as appropriate to maintain consistent naming with the host's web page address.
- 3. The method for providing support information to vendor customers of claim 1 wherein the step of replacing identified portions of the HTML code specific to the host web page with the service provider's content is performed by a format processor at the time of the support information request.

4. A method for providing support information to vendor customers, comprising the steps of:

providing a vendor web site with vendor web pages including selected user interface features;

providing a support service provider web site with support service provider web pages including user interface features corresponding to the selected user interface features of the vendor web pages; and

linking a support selection on the vendor web site to the support service provider web site so that when customers make a support selection it will be transparently linked to the support service provider web page.

- 5. The method according to claim 4, further including the steps of: providing links on the support service provider web pages that return users to the vendor web site.
- 6. The method of claim 4, further including the step of naming the support service provider web pages to include the vendor web page name.
- 7. A computer-implemented system for transparently providing support via an independent support provider web site through links provided on a host web site, comprising:

a host web site accessible via a computer networking system;

at least one of a host web page defined by HTML language in a specific HTML format;

a support service web site independent of the host web site, the support service web site accessible via the computer networking system;

a link on the host web page connecting the host web site to the support service web site;

at least one of a support service web page accessible through the link;

relevant support information provided on the support service web page, the relevant support information presented in a consistent format to the host web page as defined by the host web page HTML language in the specific HTML format.

- 8. The computer-implemented system of claim 7 wherein the support service web page includes visual displays from the vendor web site.
- 9. The computer-implemented system of claim 7 wherein the support service web page includes a uniform resource locator consistent with the vendor web site uniform resource locator.
- 10. The computer-implemented system of claim 7 further including a link on the support service web page connecting the support service web site back to the host web site.